MITRATECH

Sutter Health

Sutter Health is one of the nation's largest not-for-profit integrated healthcare systems.

Sutter Health Office of General Counsel ("OGC") had one goal: to improve the legal invoice process and experience. They knew that this would require streamlining work by leveraging existing and new technology and improving the overall availability of data, resources, and reporting. They began to search for an ebilling and reporting tool that could respond to these growing needs.

The Challenge

The OGC required access for hundreds of users, firms and vendors and an interface with over 10 systems. Their vendor needed to be able to convert legacy data and build and deploy bi-lateral integrations with both claims systems and AP systems. The platform needed provide the opportunity and features to help the OGC to remove manual, redundant, and inefficient work processes within the OGC. Lastly, the vendor needed to train all Sutter Health OGC and financial staff and their attendant law firms.

The Solution

After an RFP and on-premise demonstrations, Sutter Health selected Acuity ELM Essentials as its vendor of choice.

How goals were met

The implementation plan

Implementation included a comprehensive plan to migrate data from the client's current system. There had to be a trilateral integration between Sutter Health's claim system and its AP system: claim information passes from their claims system to Acuity ELM Essentials and back to the claims system; invoice data passes from Acuity to their AP system; and payment data passes from AP to Acuity and their claims system. **This fully integrated network made it possible for Sutter Health employees to access multiple types of key data points in a single system** (including, reserve updates, check information, claim status, GL numbers, etc.) in a single system. By eliminating multiple data entry points, Sutter Health ensured that the information is consistent across all systems.

Evaluating processes for greater efficiency

In addition to the system integration technologies, the implementation **automated what had previously been a completely manual approval workflow**. Sutter Health's original process required that at least one member of a team of administrative professionals perform an initial manual review of every invoice. With Acuity ELM Essentials, Sutter Health eliminated most of the manhours assigned to this task by routing every invoice through at least three compliance audits before it ever got to the client for review.

Triaged approvals and training

Sutter Health wanted to insert an approval layer between the initial administrative review and the final approver. With Acuity ELM Essentials most of the responsibility for final approval of invoices shifted to this new set of reviewers. After the implementation, Sutter Health received multiple training sessions with ELM experts that covered not only the mechanics of their new system, but also best practices and tips and tricks to make reviews more efficient and productive.

Conclusion

By go-live, Sutter Health had a completed build, data migration, and tri-lateral integration. Multiple virtual training sessions, and three days on-site, and individual sessions for power users and senior management guaranteed that Sutter Health was set up for success.

For more information visit Mitratech.com

MITRATECH